



A Service of the Maryland Health Benefit Exchange

### **Information for Consumers on Initial Invoicing**

- Consumers can expect the carrier that they selected to send correspondence regarding payment and invoicing. This correspondence may come via mail, email, or text message.
- Contact from the insurance carrier should occur within 1 to 2 weeks following selection of an insurance plan.
- Initial and ongoing payments will need to be made directly to the insurance carrier.
- All payments should reference the consumer subscriber I.D. number when submitted to the insurance company.
- Invoices should be paid as soon as possible. If the deadline is not met, a consumer's selection could be cancelled and they may need to re-select a plan with a later effective date.
- For the specific insurance company billing policies and procedures see the attached guide.

### **CareFirst**

*In order to complete your enrollment, you will need to submit your initial premium payment directly to CareFirst. CareFirst will send an invoice to you within 2 business days of receipt of the completed application from the Maryland Health Connection. Payment must be received by CareFirst no later than the last day of the month prior to your effective date, for example December 31<sup>st</sup> for a January 1 effective date. Your ID cards and contract will follow shortly after receipt of your payment.*

*Once CareFirst receives and processes your completed application you will also be able to make a one-time initial premium payment on My Account. Using the information on your initial invoice, go to **[www.carefirst.com/myaccount](http://www.carefirst.com/myaccount)** and, click on "Register Now". You will also have the option to sign up for recurring payments once the initial invoice is paid. To pay by check or money order when you receive your initial invoice in the mail, just follow the instructions on the enclosed invoice. Or, you may call Member Services at the phone number on your invoice to make a payment over the phone.*

*New members are encouraged to join My Account to see detailed benefits, claims and deductible information. You can also sign-up to go paperless by opting to receive electronic communications and timely updates. My Account is also available to download onto your smart phone! Find a doctor, check your claims and find urgent care centers wherever you go!*

### **Evergreen Health Co-Op**

*Thank you for selecting Evergreen Health Co-op! We are happy to have you on board. There is just one more step to ensure your coverage begins. In a few days, you will receive, based upon your preferred communication method, a text or e-mail directing you to The Evergreen Health Member Portal. Once you receive the text or e-mail from us, please use the link provided to immediately:*

- (1) Register on the portal*
- (2) Pay your first premium*
- (3) Set up your ongoing payment plan*

*It is important to pay your first premium immediately so there is no delay in your health coverage. Your coverage will not start until you pay. Once you have made your first premium payment on the Member Portal, we will send you a Welcome Brochure followed by your Member Identification (ID) card, which you will need when visiting a health provider.*

*If text or email is not your preferred method of contact, please call Member Services at 855-475-0990 for assistance with creating your account on the Member Portal and setting up payment for your account.*

*If you have any questions, please call our Member Services team at 855-475-0990. We are ready to help you!*

### **Dominion Dental**

*Dominion Dental will mail bills to all members who have enrolled to-date on or about November 29<sup>th</sup>. After this date, Dominion Dental will mail bills weekly to any new members. ID cards and plan materials will be mailed at the beginning of December, and then weekly thereafter.*

## **Delta Dental**

*In order to complete your enrollment, you will need to submit payment for the first two months of your premium to Delta Dental. You can expect an invoice in the mail within 10 business days following acceptance of your application. You can pay online or by mail. To pay via our online portal, go to [deltadentalins.com](http://deltadentalins.com) and register for Online Services. Please mail your payment to the following address with your Maryland Exchange assigned ID:*

*Delta Dental  
P.O. Box 660138  
Dallas, TX 75266-0138*

## **DentaQuest**

### **Initial Payments**

*Initial Payments need to be submitted to DentaQuest of Mid-Atlantic's lockbox (information below). The Subscriber# MUST be included on the check so payment can be applied to their account accurately and timely. Also, the initial payment must be received at the lockbox prior to the date their coverage begins. If payment is not received by this date, the policy will be terminated due to non-payment.*

*LockBox Info:  
DentaQuest of Mid-Atlantic  
P O Box 414506  
Boston, MA 02241-4506*

### **Monthly Ongoing Payments**

*Monthly, the subscriber will receive an invoice directly from DentaQuest of Mid-Atlantic. The invoice will include a coupon to submit with their payment. Payment is due prior to the 30<sup>th</sup> of the month (for coverage beginning the 1<sup>st</sup> of the next month).*

*The subscriber will have 3 options for payment*

- 1. Paper Check – sent to the lockbox above, which needs to be sent along with the coupon that is at the bottom of their invoice*
- 2. ACH Payment from their checking/savings account*
- 3. Online Credit Card payment*

*The website for processing ACH and Credit Card payments will be included on each invoice, as will the lockbox information.*

*If Maryland CS Navigators have any additional questions, they can contact DentaQuest directly. Please be sure to identify yourself as a CS Navigator from the MHBE (or if you refer a member directly, please ask them to identify what State they are calling from and have their Subscriber# available).*

*Below is the contact information for DentaQuest Customer Service:*

*Director or Manager of CallCenter:* *Bill Perry*

*Call Center Toll Free Number:* *1-800-334-6277*

*Call Center Hours of Operation:* *8:30am to 5:30pm (Monday through Thursday) and 8:30am to 4:30pm on Friday.*

*Name and Contact Information of Call Center Point of Contacted for Escalated Matters:* *Bill Perry, Manager of Customer Service, 1-617-886-1330*

### **United Concordia**

- *Using their Application ID (identified on their Application Acknowledgement Letter) a Maryland Member can pay by phone by calling 1-877-276-5788.*
- *Maryland Member can pay by mail using the invoice mailed to them. The payment must include the payment stub and check or money order.*